

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

- 1        1. (currently amended) A voice portal hosting system,  
2    intended to be connected to a first voice telecommunication  
3    network in order for a plurality of users in said network to  
4    establish a connection with said system using voice equipment,  
5    said system comprising:
  - 6            a memory in which a plurality of interactive voice response  
7            applications providing interactive voice response  
8            functionality is stored, each of said applications  
9            including an executable component for execution by  
10          said hosting system;
  - 11          a common speech recognition module;
  - 12          means for storing a plurality of user-specific speech  
13            models adapted to specific users for use by the common  
14            speech recognition module;
  - 15          a user identification module for identifying a user;  
16          means for retrieving the user-specific speech model of the  
17            identified user from said plurality of models;
  - 18          and
  - 19          uploading means for independently uploading said plurality  
20            of interactive voice response applications, to said  
21            system, by a plurality of independent value-added  
22            service providers, wherein
  - 23          the identified user interacts with one or more of said  
24            interactive voice response applications, and wherein

25        said one or more interactive voice response applications  
26        utilize said retrieved user-specific speech model via  
27        said common speech recognition module for recognizing  
28        speech of the identified user, wherein each of said  
29        interactive voice response applications includes an  
30        executable component for execution by said hosting  
31        system, said executable component comprising at least  
32        one of an executable file, a Java Bean, a Corba-  
33        component, a compiled software module, and a pre-  
34        compiled software module.  
35

1        2. (original) The voice portal hosting system of claim 1,  
2        wherein said common speech recognition module comprises a common  
3        user profile database.

1        3. (original) The voice portal hosting system of claim 2,  
2        wherein said common user profile database includes user  
3        preferences.

1        4. (original) The voice portal hosting system of claim 3,  
2        wherein said user preferences include a delivery address for  
3        goods and/or services ordered with said value-added service  
4        providers.

1        5. (original) The voice portal hosting system of claim 3,  
2        wherein said user preferences include a billing address and/or  
3        preferences for goods and services ordered with said value-added  
4        service providers.

1           6. (canceled).

1           7. (original) The voice portal hosting system of claim 6,  
2 comprising means for adapting said common speech models  
3 associated to a user during each dialogue between said user and  
4 each of said interactive voice response applications.

1           8. (original) The voice portal hosting system of claim 7,  
2 wherein said means for adapting said common speech models uses  
3 recorded users' speech samples for adapting said common speech  
4 models off-line.

1           9. (original) The voice portal hosting system of claim 1,  
2 wherein said common speech recognition module uses Hidden Markov  
3 Models, and further comprising a Hidden Markov Models adaptation  
4 module for adapting said models to said user.

1           10. (original) The voice portal hosting system of claim 9,  
2 wherein said Hidden Markov Models adaptation module allows for  
3 an incremental adaptation of said models.

1           11. (original) The voice portal hosting system of claim 1,  
2 wherein said common speech recognition module uses user-specific  
3 language models.

1           12. (original) The voice portal hosting system of claim 11,  
2 comprising means for adapting said common language models  
3 associated to a user during each dialogue between said user and  
4 each of said interactive voice response applications.

1       13. (original) The voice portal hosting system of claim 1,  
2 wherein said common speech recognition module uses selections  
3 previously made by said users.

1       14. (previously presented) The voice portal hosting system  
2 of claim 13, wherein said selections previously made by said  
3 users are stored in said voice portal hosting system for  
4 improving the arborescence of the menus.

1       15. (original) The voice portal hosting system of claim 1,  
2 wherein at least a plurality of said interactive voice response  
3 applications use a common user identification module run on said  
4 system.

1       16. (original) The voice portal hosting system of claim 15,  
2 wherein said user identification module uses an identification  
3 of the equipment used by said user in said first  
4 telecommunication network.

1       17. (original) The voice portal hosting system of claim 16,  
2 being operated by a telecom operator of said first  
3 telecommunication network, wherein said user identification  
4 module uses an identification of the equipment used by said user  
5 in said first telecommunication network even when said  
6 identification is not available for the other B-subscribers of  
7 said first telecommunication network.

1       18. (original) The voice portal hosting system of claim 15,  
2 wherein said user identification module uses a voice-based user  
3 identification module.

1        19. (original) The voice portal hosting system of claim 15,  
2 wherein said common speech recognition module uses a speaker-  
3 dependant speech recognition algorithm, wherein said speaker is  
4 identified by said common user identification module.

1        20. (original) The voice portal hosting system of claim 1,  
2 wherein at least a plurality of said interactive voice response  
3 applications use a common billing module and a common clearing  
4 center for dispatching the collected amounts to said value-added  
5 service providers.

1        21. (original) The voice portal hosting system of claim 20,  
2 wherein said common billing module allows for the billing of  
3 transactions between said users and said value-added service  
4 providers on a common bill prepared by the operator of said  
5 voice portal hosting system.

1        22. (original) The voice portal hosting system of claim 20,  
2 wherein at least a plurality of said users have a deposit  
3 account on said voice portal hosting system which can be used  
4 for transactions with a plurality of said value-added service  
5 providers.

1        23. (original) The voice portal hosting system of claim 1,  
2 wherein at least a plurality of said interactive voice response  
3 applications use a user authentication module based on an  
4 electronic signature and/or on biometric parameters of said  
5 users.

1        24. (original) The voice portal hosting system of claim 1,  
2 wherein said second telecommunication network is a TCP/IP  
3 network.

1        Claim 25 (canceled).

1        26. (original) The voice portal hosting system of claim 25,  
2 wherein a compilation module run on said system compiles said  
3 interactive voice response applications.

1        27. (original) The voice portal hosting system of claim 1,  
2 wherein at least one free interactive voice response application  
3 is made available by the operator of said system.

1        28. (original) The voice portal hosting system of claim 27,  
2 wherein said free interactive voice response application  
3 includes a free directory assistance service.

1        29. (canceled).

1        30. (currently amended) A method for allowing each of a  
2 plurality of value-added service providers to set up an  
3 interactive voice response application including an executable  
4 component for execution by a voice portal hosting system  
5 commonly used by said plurality of value-added service  
6 providers, said voice response application for being used by a  
7 plurality of users, comprising the steps of:

8              storing a plurality of user-specific speech models adapted  
9              to specific users for use by a common speech  
10             recognition module;

11 identifying a user calling said system;  
12 retrieving the user-specific speech model of the identified  
13 user from said plurality of models;  
14 independently uploading, to said system, said interactive  
15 voice response applications which provide interactive  
16 voice response functionality;  
17 the identified user interacting with one or more of said  
18 interactive voice response applications; and  
19 said one or more of said interactive voice response  
20 applications using said retrieved user-specific speech  
21 model via said common speech recognition module for  
22 executing on said hosting system for recognizing  
23 speech of the identified user, wherein said  
24 interactive voice response applications include an  
25 executable component for execution by said hosting  
26 system, said executable component comprising at least  
27 one of an executable file, a Java Bean, a Corba-  
28 component, a compiled software module, and a pre-  
29 compiled software module.

1 31. (original) The method of claim 30, wherein said  
2 interactive voice response applications use a common user  
3 profile database stored in said voice portal hosting system.

1 32. (original) The method of claim 31, wherein said  
2 interactive voice response applications use user preferences  
3 stored in said common user profile database.

1       33. (original) The method of claim 32, wherein said user  
2 preferences include a delivery address for goods and/or services  
3 ordered with said value-added service providers.

1       34. (original) The method of claim 33, wherein said user  
2 preferences include a billing address and/or preferences for  
3 goods and/or services ordered with said value-added service  
4 providers.

1       35. (original) The method of claim 34, wherein said common  
2 speech recognition module uses common users' speech models.

1       36. (original) The method of claim 35, wherein said common  
2 speech models associated to a user are adapted during each  
3 dialogue between said users and each of said interactive voice  
4 response applications.

1       37. (original) The method of claim 30, wherein said common  
2 speech recognition module uses common users' language models.

1       38. (original) The method of claim 37, wherein said common  
2 language models associated to a user are adapted during each  
3 dialogue between said user and each of said interactive voice  
4 response applications.

1       39. (original) The method of claim 30, wherein at least a  
2 plurality of said interactive voice response applications uses a  
3 common user identification module run on said system.

1       40. (original) The method of claim 39, wherein said user  
2 identification module uses an identification of the equipment  
3 used by said user in said first telecommunication network.

1       41. (original) The method of claim 40, wherein said voice  
2 portal hosting system is operated by a telecom operator of said  
3 first telecommunication network, wherein said user  
4 identification module uses an identification of the equipment  
5 used by said user in said first telecommunication network even  
6 when said identification is not available for the other B-  
7 subscribers of said first telecommunication network.

1       42. (original) The method of claim 39, wherein said user  
2 identification module uses a voice-based speaker identification  
3 module.

1       43. (original) The method of claim 39, wherein said common  
2 speech recognition module uses a speaker-dependant speech  
3 recognition algorithm, said user being identified by said common  
4 user identification module.

1       44. (original) The method of claim 30, wherein at least a  
2 plurality of said interactive voice response applications use a  
3 common billing module and a common clearing center for  
4 dispatching the collected amounts to said value-added service  
5 providers.

1       45. (original) The method of claim 44, wherein said common  
2 billing module allows for the billing of transactions between  
3 said users and said value-added service providers on a common

4 bill prepared by the operator of said voice portal hosting  
5 system.

1 46. (original) The method of claim 44, wherein at least a  
2 plurality of said users have a deposit account on said system  
3 which can be used for transactions with a plurality of said  
4 value-added service providers.

1 47. (original) The method of claim 30, wherein at least a  
2 plurality of said interactive voice response applications use a  
3 user authentication module based on an electronic signature  
4 and/or on biometric parameters of said users.

1 48. (original) The method of claim 30, wherein at least  
2 some of said interactive voice response applications are  
3 described with Voice extensible Markup Language documents.

1 49. (original) The method of claim 48, wherein a  
2 compilation module run on said voice portal hosting system  
3 compiles said interactive voice response applications.

1 50. (currently amended) A method for allowing each of a  
2 plurality of independent value-added service providers to set up  
3 an interactive voice response applications each including an  
4 executable component for execution by a voice portal hosting  
5 system commonly used by said plurality of value-added service  
6 providers and which can be used by a plurality of users, said  
7 method comprising the steps of:

8 independently uploading, through a second telecommunication  
9 network, said interactive voice response applications

10           to said system for providing interactive voice  
11           response functionality,  
12           storing a plurality of user-specific speech models adapted  
13           to specific users for use by a common speech  
14           recognition module,  
15           identifying a user calling said system,  
16           retrieving the user-specific speech model of the identified  
17           user from said plurality of models,  
18           and  
19           executing one or more of said voice response applications  
20           in response to the user calling said system, said  
21           executing including interacting with said user via  
22           said common speech module using said retrieved user-  
23           specific speech model for recognizing the speech of  
24           the user, wherein  
25           said interactive voice response applications include an  
26           executable component for execution by said hosting  
27           system, said executable component comprising at least  
28           one of an executable file, a Java Bean, a Corba-  
29           component, a compiled software module, and a pre-  
30           compiled software module, and wherein  
31           said common speech models are adapted during each dialogue  
32           between said users and any of said interactive voice  
33           response applications.

1           51. (currently amended) A computer readable medium storing  
2           a Computer program product directly loadable into the internal  
3           memory of a digital computer, comprising software code portions  
4           for performing the steps of one of the claims 30 to 50 when said

5 ~~product is run for execution~~ on a server connected to a first  
6 telecommunication network.

1       52. (currently amended) A voice portal hosting system  
2 allowing a plurality of users to establish a connection with  
3 said system using voice equipment for interacting with one or  
4 more of a plurality of service providers, said system  
5 comprising:

6           means for independently uploading a plurality of  
7           interactive voice response applications from said  
8           service provider, to said system, via a communication  
9           channel, each of said voice response applications for  
10          providing interactive voice response functionality for  
11          a corresponding one of said service providers when  
12          executed by said hosting system, wherein said  
13          interactive voice response applications include an  
14          executable component for execution by said hosting  
15          system, said executable component comprising at least  
16          one of an executable file, a Java Bean, a Corba-  
17          component, a compiled software module, and a pre-  
18          compiled software module;

19           means for storing said plurality of interactive voice  
20           response applications;  
21           a common speech recognition module;  
22           means for storing a plurality of user-specific speech  
23           models adapted to specific users for use by the common  
24           speech recognition module;  
25           a user identification module for identifying a user calling  
26           said system via another communication channel;

27       means for retrieving the user-specific speech model of the  
28                 identified user from said plurality of models, wherein  
29                 the identified user interacts with one or more of said  
30                 interactive voice response applications, and wherein  
31                 said one or more interactive voice response applications  
32                 utilize said retrieved user-specific speech model via  
33                 said common speech recognition module for recognizing  
34                 speech of the identified user, and further wherein  
35                 said common speech models are adaptable during dialogue  
36                 between said users and any of said interactive voice  
37                 response applications.

1       53. (new) A voice portal hosting system, intended to be  
2       connected to a first voice telecommunication network in order  
3       for a plurality of users in said network to establish a  
4       connection with said system using voice equipment, said system  
5       comprising:  
6                 a memory in which a plurality of interactive voice response  
7                 applications providing interactive voice response  
8                 functionality is stored, each of said applications  
9                 including an executable component for execution by  
10                said hosting system;  
11                 a common speech recognition module;  
12                 means for storing a plurality of user-specific speech  
13                 models adapted to specific users for use by the common  
14                 speech recognition module;  
15                 a user identification module for identifying a known user  
16                 or a new user;  
17                 means for retrieving the user-specific speech model of the  
18                 known user from said plurality of models;

19 means for updating said user-specific speech models to the  
20 new user without using any training phase;  
21 and  
22 uploading means for independently uploading said plurality  
23 of interactive voice response applications, to said  
24 system, by a plurality of independent value-added  
25 service providers, wherein  
26 the identified user interacts with one or more of said  
27 interactive voice response applications, and wherein  
28 said one or more interactive voice response applications  
29 utilize said retrieved user-specific speech model via  
30 said common speech recognition module for recognizing  
31 speech of the known user, wherein speaker independent  
32 models are used for a new user prior to updating said  
33 user-specific speech models to make the new user into  
34 a known user.

1 54. (new) The system of claim 53, wherein each of said  
2 interactive voice response applications includes an executable  
3 component for execution by said hosting system, said executable  
4 component comprising at least one of an executable file, a Java  
5 Bean, a Corba-component, a compiled software module, and a pre-  
6 compiled software module.

1 55. (new) A method for allowing each of a plurality of  
2 value-added service providers to set up an interactive voice  
3 response application including an executable component for  
4 execution by a voice portal hosting system commonly used by said  
5 plurality of value-added service providers, said voice response

6 application for being used by a plurality of users, comprising  
7 the steps of:

8 storing a plurality of user-specific speech models adapted  
9 to known users for use by a common speech recognition  
10 module;

11 identifying a user calling said system as a known user or a  
12 new user;

13 retrieving the user-specific speech model of the known user  
14 from said plurality of models or else retrieving a  
15 speaker independent model for the new user and  
16 generating a user-specific speech model for the new  
17 user without using any training phase;

18 independently uploading, to said system, said interactive  
19 voice response applications which provide interactive  
20 voice response functionality;

21 the identified user interacting with one or more of said  
22 interactive voice response applications; and  
23 said one or more of said interactive voice response  
24 applications using said retrieved user-specific speech  
25 model or said retrieved speaker independent speech  
26 model via said common speech recognition module for  
27 executing on said hosting system for recognizing  
28 speech of the known user or the new user,  
29 respectively.

1 56. (new) The system of claim 53, wherein each of said  
2 interactive voice response applications includes an executable  
3 component for execution by said hosting system, said executable  
4 component comprising at least one of an executable file, a Java

5 Bean, a Corba-component, a compiled software module, and a pre-  
6 compiled software module.

1 57. (new) A method for allowing each of a plurality of  
2 independent value-added service providers to set up an  
3 interactive voice response applications each including an  
4 executable component for execution by a voice portal hosting  
5 system commonly used by said plurality of value-added service  
6 providers and which can be used by a plurality of users, said  
7 method comprising the steps of:

8 independently uploading, through a second telecommunication  
9 network, said interactive voice response applications  
10 to said system for providing interactive voice  
11 response functionality,

12 storing a plurality of user-specific speech models adapted  
13 to known users for use by a common speech recognition  
14 module,

15 identifying a user calling said system as a known user or  
16 new user,

17 retrieving the user-specific speech model of the known user  
18 from said plurality of models or retrieving a speaker  
19 independent model for a new user and adapting a user  
20 specific speech model for the new user,

21 and

22 executing one or more of said voice response applications  
23 in response to the user calling said system, said  
24 executing including interacting with the user via said  
25 common speech module using said retrieved user-  
26 specific speech model for recognizing the speech of

27           the known user or using said retrieved speaker  
28           independent model for the new user, wherein  
29           said common speech models are adapted during each dialogue  
30           between said users and any of said interactive voice  
31           response applications without using any training  
32           phase.

1       58. (new) The method of claim 57, wherein said interactive  
2       voice response applications include an executable component for  
3       execution by said hosting system, said executable component  
4       comprising at least one of an executable file, a Java Bean, a  
5       Corba-component, a compiled software module, and a pre-compiled  
6       software module.

1       59. (new) A system for implementing the method of claim 57.